

# FY08 SOMERVILLE BUDGET HEARINGS

## SomerStat Department

Stephanie Hirsch



## 2. SomerStat – FY07 Accomplishments: Meetings Program

### *How the Program Works: Current SomerStat Departments*

Department	1st Meeting	Frequency
<b>Traffic and Parking</b>	9/23/04	monthly
<b>Public Works</b>	9/29/04	bi-weekly
•Highway		
•Buildings & Grounds		
•Administration (including Sanitation)		
•Water & Sewer		
<b>Police</b>	10/21/2004	monthly
<b>Fire</b>	10/27/2004	bi-monthly
<b>Information Technology</b>	11/4/2004	monthly
<b>Personnel</b>	11/9/2004	monthly
<b>Environmental</b>	3/31/2005	monthly
<b>Constituent Services</b>	4/26/2005	monthly
<b>Recreation &amp; Youth</b>	7/27/2005	monthly
<b>Library</b>	9/14/2005	bi-monthly
<b>Health</b>	9/27/2005	monthly
•Health Department		
•Commissions (proposed)		
<b>Inspectional Services</b>	10/5/2005	monthly
<b>Capital Projects</b>	5/9/2006	monthly
<b>Strategic Planning &amp; Community Development</b>	9/15/2006	weekly
•Union Square		
•Assembly Square		
•Business Development		
•Joint Parks Meeting		
•Joint Transportation Meeting (proposed)		

•Current departments' budgets account for 93% of the City's operational budget.

•Goal is to add three departments in FY08.

•Remaining departments are: Finance, City Clerk, Arts Council, Elections, Law, Council on Aging, Veterans, and Communications.

### 3. SomerStat – FY07 Accomplishments: Meetings Program

#### Benefits of Program: Relentless Follow-Up on Issues

**SomerStat analyzes data from administrative systems and prepares reports:**

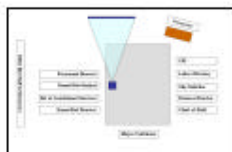
- Financial (Expenditures & Revenue) Data
- Service Operations Data
- Personnel Data



***AT MEETING: Panel uses SomerStat's analysis to identify problems & opportunities.***



**SomerStat works with departments to investigate those problems and opportunities that have been identified.**



***AT MEETING: Panel discusses new analysis & agrees on plan.***



**SomerStat monitors implementation of plan going forward, updating everyone at meetings.**

## 4. SomerStat – FY07 Accomplishments: Meetings Program

### How the Program Works: Topics Covered at SomerStat Meetings

#### **BUDGET**

- Spending (PS, OT, OM)
- Revenue
- Cost Control

#### **PERSONNEL**

- Benefit days used
- Actions on benefit day abusers
- Vacancies

#### **ACTIVITY DATA**

- Activity data
- Cost per activity (if available)

#### **ACE**

- 311 work requests
- 311 complaints/praise
- FAQ or webpage hits
- Web scorecard
- Mystery shopper results (if available)
- Exit survey results (if available)
- Transaction and shift to webpage
- Training status of front-line staff

#### **PROJECT UPDATES**

#### **PERIODIC**

- Goal review (bi-annually)
- Survey data (annually)
- Organizational chart
- Capital spending

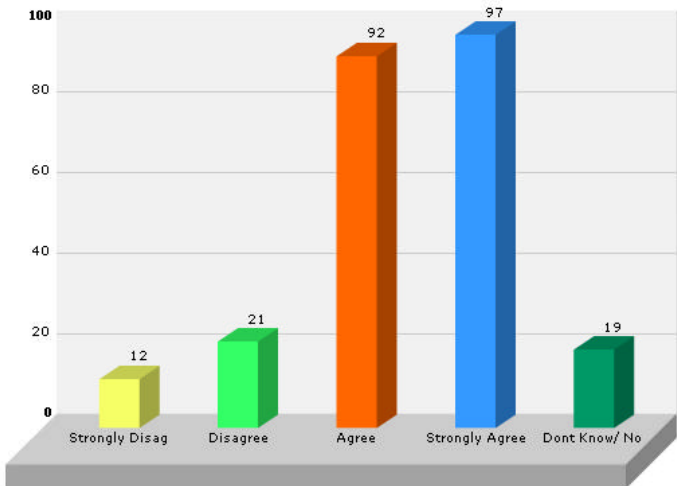
## 5. SomerStat – FY07 Accomplishment: Ongoing Projects

### Projects: Citywide Task List

SomerStat Project Update		Friday, June 15, 2007 2:17:21 PM	
POLICE			
<b>Animals</b>			
Look into options for dealing with people who leave dog feces. Update 5/9: Ten Hills requested disposal bags. Also should consider increasing penalties, posting penalties, and adding dog officer for FY08.	Ten Hills 5.3.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	6/1/2007 BRA DLEY
Bradley			
Per Noreen Burke's request, look into way to pay Charles River Alleycats for efforts in neutering cats. Ed indicates the relationship would have to be contractual.	Others 5.13.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	9/1/2007 BURKE
Bradley			
<b>Citizen Outreach</b>			
Per Stephanie's request, discuss at future Police SomerStat how grant monies are being used. Are there opportunities to employee civilian streetworkers or community workers of some type?	Others 5.11.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	7/1/2007 BRA DLEY
Bradley			
<b>Communication to Public</b>			
Develop strategy for improving public awareness of SPD's accomplishments.	Others 5.9.06 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	12/1/2006 BRA DLEY
Bradley			
Follow up on Aru's plan to handle civilian complaints related to SPD.	Others 5.7.06 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	12/1/2006 MANRIQUE
Manrique			
Attend Community meetings to sell the SPD reorganization plan. Update 12/21: Maeghan working on creating list of meetings. Update 1/18: Maeghan has several dates to consider. Chief, Frank, and Jessie to meet to finalize presentation. Update 2/15: Attended two Teen Empowerment meetings. Youth Providers and PDS are also scheduled. Press will be done on this. Update 3/1: More community meetings to be scheduled - especially neighborhood groups. Presentation should be put on website. Update 4/24: Waiting for Web Director. Will present reorg at Neighborhood meetings.	Police 11.16.06 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	2/1/2007 SILVERBERG
Bates Bradley Devereaux			
Consider doing press release on SPD's community meetings.	Police 2.15.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	5/1/2007 CHAMPION
Champion Bradley			
Per Stephanie's request, perhaps report out on Sgt. McCain's participation in YPN meetings.	SPD 2.28.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	5/1/2007 BRA DLEY
Bradley			
Ensure that there is Detective Bureau information on the SPD website.	Police 3.1.07 In Progress	<a href="#">Report On</a> <a href="#">Person</a>	6/1/2007 FEMINO
Femino Devereaux			

### Projects: Survey Administration

1. My division/unit spends taxpayer dollars wisely.



### Projects: Intranet Maintenance



## 6. SomerStat – FY07 Accomplishments: Special Projects

### **Managed a Citywide Intern Recruitment Program:**

- SomerStat recruited and screened summer interns for nine City departments.
- More than 100 people applied for the positions.

### **Managed Recruitment of Chief Information Officer:**

- Created Technology Taskforce of technology experts with ties to Somerville.
- Carried out a structured search, attracting more than 95 applicants, for the City's Technology Director position.

### **Implemented Regular Sick-Time Monitoring:**

- With newly available data from the Millennium payroll system, SomerStat implemented monitoring of sick time at each SomerStat meeting.
- This step has helped us flag and work with Personnel and Law to resolve a number of problem situations.

### **Assumed Oversight of Monthly Department Head Meetings:**

- SomerStat recently assumed responsibility for setting the agenda for monthly Department Head meetings.
- We are including in these meetings updates from departments, Department Head training, and recognition activities, in conjunction with Personnel.

## 7. SomerStat – FY07 Accomplishments: ACE

### Supported Staff Training, Run by 311

- 58% of Level 1 Front-Line employees have been trained.
- ACE-specific material has been added to the curriculum.

### Administered Exit Surveys

- 50 exit surveys were conducted this winter at City Hall and Traffic and Parking.
- Overall, results show high level of satisfaction with service.

### Launched Mystery Customer Program

- Mystery Customer training and evaluation materials were developed.
- 10 mystery customers have been trained and 13 evaluations have been completed.

### Established Monthly ACE Advisory Meetings

- A representative from front-line staff in each department have been invited to monthly discussions of Mystery Shopper results and the ACE initiative.

Date: 6/6/07
Time: 12:00
How many windows were open when you arrived? 2
How many people were ahead of you in line? 0
Approximate wait time: 0
Approximate duration of transaction: 7
Transaction: getting report printed
Rate the cleanliness of the office. 5 - exceeds expectations
Rate the atmosphere: lighting/decor/feeling. 4 - good
Rate the clarity of the signs. 2 - needs improvement
Comments: however, the front window was right there when you walked in. even without the signs it was pretty obvious about where to go
Rate the greeting. 3 - fair
Comments: the tellers were polite, but not really inviting or warm
Rate the expertise of the person who assisted you. 3 - fair

## 8 SomerStat – FY07 Accomplishments: External

### FY07 Visitors and Presentations

- Hosted municipalities at SomerStat meetings, including:
  - Worcester
  - Springfield Administrators and Finance Board
  - Delegation of City Managers from Beijing
  - Quincy
  - Lowell
  - Hartford
  - Boston City Councilors Sam Yoon and Felix Arroyo
  - Waltham
  - New Bedford (upcoming)
- Shared SomerStat model with State agencies for possible replication, including:
  - Team from Governor Patrick's administration
  - Team from DOR's Division of Local Services
  - Staff from Executive Office of Environmental Affairs
- Presented to others in the non-profit and academic community, including:
  - Governing magazine sponsored Webinar for cities and towns nationwide
  - MMA annual conference
  - Researchers from GASB's SEA
  - Paul Grogan and staff from the Boston Foundation
  - Team of Harvard Business School students
- Received honors:
  - Trailblazer Award to publish a resident budget report in FY09
  - Better Government Competition honorable mention
  - Rank of among top 20 percent for Ash Innovations Award
- Participated in Sloan Foundation funded task force to assess feasibility of launching regional benchmarking project

## 9. SomerStat – FY07 Accomplishments: External

### Recent Press Quotes

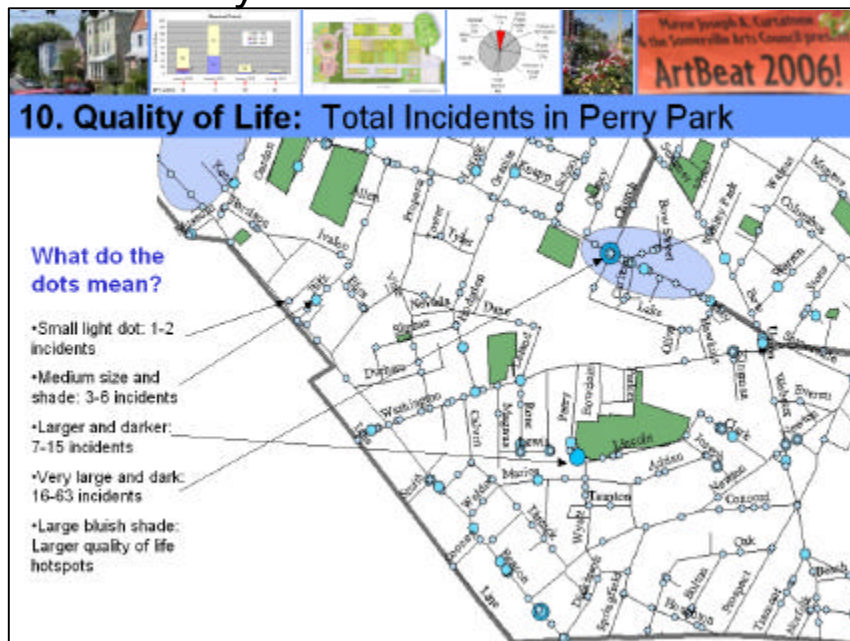
*“SomerStat is a program that helps Somerville deliver the best possible citizen services with limited resources. The program regularly brings together city decision makers to study financial, personnel and operational data to help them understand what happens within various city departments. SomerStat aids these officials in identifying and tracking needed improvement.”* – Jonathan Walters, “Data-Driven Decisions”, GOVERNING MAGAZINE, June 1<sup>st</sup>, 2007.

*“With the exception of Somerville and a few other localities, very few local governments have adopted cutting-edge computerized performance-management systems designed to ensure that governments get the most bang for their bucks...”* – David Luberoff, “A grand bargain for local aid?” BOSTON GLOBE, March 26, 2007.

# 10. SomerStat – FY08 Goals: ResiStat

## ResiStat Plans:

- Goal is to establish 20 ResiStat groups throughout the City.
- Plan to hold at least bi-monthly meetings.
- Groups will review SomerStat data and share concerns.
- City will regularly report back to groups on status of issues.
- SomerStat will make its data available on the City's website.



# 11. SomerStat – FY08 Goals: ACE

## ACE Plans:

### **Expand Mystery Customer Program.**

- Carry out at least monthly training/enrollment sessions
- Reward frequent customers with T-shirts
- Act on advice after discussion in SomerStat meetings

### **Support 311's establishment of a walk-in center at City Hall.**

### **Support Departments' efforts to document all policies and procedures.**

### **Work with IT, 311, and Communications to shift transactions to website, phone, and mail.**

### **Continue Ace Advisory meetings with front-line staff.**

Walk-In Center



ACE Web Scorecard

Traffic & Parking	Up-to-Date FAQs	All Text Current	Transactions	Current Programming or Alerts	Interesting Uses	Score (100% Perfect Score)
11/14/2006	NO	SOME	NO	NO	SOME	20
12/7/2006	NO	SOME	NO	NO	SOME	20
1/8/2007	NO	SOME	NO	NO	SOME	20
2/12/2007	YES	SOME	NO	NO	SOME	40
3/9/2007	YES	SOME	NO	NO	SOME	40
5/7/2007	YES	YES	SOME	NO	SOME	60
6/11/2007	YES	YES	SOME	NO	SOME	60
NOTES	*36 T&P related FAQs *Link to FAQ query on department website!	*A comprehensive list of services offered by T&P needs to be put on-line.	Can download some forms, but not submit forms.	*Could we post when parking restrictions suspended, etc.?		Issues: *Appeal tickets on-line is not yet up and running *Limited on-line transactions

## 12. SomerStat – FY08 Proposed Budget Changes

- SomerStat is requesting a Junior Analyst (\$34,000 salary) who will be charged with rolling out ResiStat citywide.
- The Analyst will work with the Mayor's Office, Aldermen, and Communications to implement 20 Resident Advisory Groups.
- The Analyst will also manage the Mystery Shopper program.